

**Cardiff & Vale University Health Board**

**DEPARTMENT OF AUDIOLOGY**

**Replacement of Lost Hearing Aid(s) Policy**

**Issue Date:** April 2017

**References:** All Wales Lost Aid Policy (updated 2022)

**1. INTRODUCTION**

This policy outlines the steps to be taken when an adult patient contacts the Department due to a lost hearing aid(s). A charge has been levied, in accordance with the All Wales Charges for Lost Hearing Aid policy, since 2009. Exemption criteria are in place, and are outlined in this policy, and the appeals process is also covered. In all circumstances, a patient will be provided with replacement hearing aid(s), irrespective of whether or not he/she can pay.

Patients under the age of 18 are not charged for hearing aid losses.

**2. PATIENT INFORMATION**

All adult patients are informed at the time of hearing aid fitting (or replacement of lost aids) that the hearing aid remains NHS property on loan, and that they may be charged if they lose a hearing aid.

This information is also displayed on posters around the Department and on the Departmental inter- and intra-net sites.

**3. DEPARTMENTAL PROCESS**

- Patient contacts Department and informs staff of loss of hearing aid(s).
- Staff member arranges an appointment for patient to have impression of ear(s) and adds notes in Journal that aid(s) lost and replacement needed.
- Staff member makes note in Earmould screen that patient needs an appointment to have the hearing aid replaced when ear mould is ready.

- Replacement Open fittings will be carried out on day of attendance.
- Staff member reminds patient that a charge of £65 is due for replacement of each lost hearing aid, unless exemption criteria are met (see 3.1).
- Patients are added to the 'Lost hearing aid' waiting list if proof of payment has not been shown to the Audiologist.
- The 'Lost aids form' on documents and attachments in completed and issued to patient.

### 3.1 *Exemption Criteria*

Patient (or carer) should be asked whether they meet any of the following criteria:

- Recognised cognitive impairment, including Dementia
- War pensioner
- Under 18 years of age
- Terminally ill
- Registered Blind
- In Hospital or are resident in a Care Home at the time of the loss
- Victim of a house theft or mugging
- Hearing aid(s) lost in a house fire

If any of these criteria are met, the patient should be advised that they are not liable to be charged for replacement of hearing aids. This should be noted in the patient Journal.

If no exemption criteria are met, see 3.2

### 3.2 *Charging for Replacement of Lost Hearing Aid(s)*

#### *University Hospital Wales*

The patient is advised that they will be asked to visit the Cash Office to pay the relevant charge. If possible, the patient is to bring the receipt back to the department to show proof of payment. This can then be logged in their journal. Alternatively, patients can pay over the telephone and contact the department, quoting the receipt number as proof of payment. This will then also be logged in their journal.

#### *West Quay Medical Centre*

Audiologists are unable to take cash/cheques from patients in WQMC for replacement aids. Patients are advised to pay over the telephone and contact the department, quoting the receipt number as proof of payment. This will then be logged in their journal.

### 3.3 *Appeals Process*

If patients feel that they should not be charged, or are unable to pay, for the replacement of the hearing aid(s), he/she should be advised of the right to appeal.

Patients should be advised that they will automatically be fitted with a replacement hearing aid(s), and the appeals process will be followed outside of the Audiology Department.

If a patient wishes to appeal against the charge, he/she should be asked to complete an appeal form and the Staff Member should also complete the relevant section.

The form should be given, by the Staff Member, to the Head of Audiology, who will pass the appeal onto a panel independent of the Audiology service, who will carefully consider the circumstances of the individual case.

Patients should be advised that if the appeal is unsuccessful, they will be charged by the Health Board.

### *3.4 Hearing Aids Found After Payment*

If a hearing aid is found, after payment has been made for replacement, the Audiology Department should be contacted and reimbursement arranged.



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Cardiff and Vale  
University Health Board

**Audiology Department**  
**Hearing Aid Clinic**  
**CLINIC 9 - Main Outpatients**  
**University Hospital of Wales**  
**Heath Park**  
**Cardiff, CF14 4XW**  
**Tel No/Minicom (029) 21 843179**  
**Mobile No. 07805670359 (Text Only)**  
**Email: audiology.helpline.cav@wales.nhs.uk**

**Date:**

**Patient name:**

**Hospital Number:**

**Is the patient exempt from the lost aid charge**      Yes       No   
**If yes please state reason:**

(i.e. Recognised cognitive impairment, including Dementia, War pensioner, Under 18 years of age, Terminally ill, Registered Blind, In Hospital or are resident in a Care Home at the time of the loss, Victim of a house theft or mugging (crime number provided), Hearing aid(s) lost in a house fire)

**Agreed charge:**

£65 for one lost hearing aid        
£130 for two lost hearing aids     

Patient has agreed to pay the above charge and is aware that finance will contact them with a bill.

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Patient wishes to appeal the charge of £65/£130 for the lost hearing aid/s and has been given an appeals form which will be submitted to the appeals panel for consideration.

Reason for appeal:

Appeals form uploaded to documents and attachments:

Yes   
No

Reason:

**Signed:**  
**Position**

